

**State of California**  
**9-1-1 OPERATIONS MANUAL**  
**CHAPTER III – FUNDING**

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## **9-1-1 OPERATIONS MANUAL CHAPTER III - FUNDING**

### **INTRODUCTION**

The administration of funding for equipment and services related to the answering of 9-1-1 calls is based upon laws passed by the California State Legislature. Most of the pertinent code sections relating to the reimbursement of 9-1-1 equipment and services can be found in the California Revenue and Taxation Code Sections 41001 – 41176. In essence, the laws indicate that the State of California, Department of General Services, Telecommunications Division, California 9-1-1 Emergency Communications Office (9-1-1 Office), shall manage the State Emergency Telephone Number Account and reimburse agencies for equipment and services necessary to answer 9-1-1 calls. Section 41138 also provides authority to local agencies to obtain equipment from any vendor; however, reimbursable costs cannot exceed those that have been approved by the 9-1-1 Office.

The goal of the 9-1-1 Office is to enable each public safety answering point (PSAP) to provide the fastest, most reliable, cost-effective telephone access to emergency services for any 9-1-1 caller in California. The objective of the 9-1-1 Office in defining the funding policies outlined in this chapter is to provide sufficient funding to each PSAP to successfully manage their local operations in compliance with all 9-1-1 standards.

### **Need More Information?**

The entire Revenue and Taxation Code, as well as applicable sections of the Government Code, are included in the appendix of the State of California 9-1-1 Operations Manual. The manual and other 9-1-1 Office documents can be found on the 9-1-1 Office website, as follows:

[www.td.dgs.ca.gov/services/911](http://www.td.dgs.ca.gov/services/911)

To view the 9-1-1 Operations Manual upon reaching the 9-1-1 Office homepage, scroll down and select “9-1-1 Operations Manual”.

### **How To Communicate With the 9-1-1 Office**

A complete list of 9-1-1 Office staff including agency consultant assignment areas, e-mail addresses and telephone numbers may be viewed at our website address noted above. To view this list upon reaching the DGS Telecommunications Division homepage, scroll down (if necessary) and select “California 9-1-1 Emergency Communications Office”, scroll down and select “9-1-1 Staff Organization List”. Or, you may reach our office at the following telephone numbers:

Telephone: (916) 657-9207  
FAX: (916) 657-9882

When corresponding with the 9-1-1 Office, please direct correspondence to:

State of California  
Department of General Services  
Telecommunications Division  
California 9-1-1 Emergency Communications Office  
601 Sequoia Pacific Boulevard, MS-911  
Sacramento, CA 95814-0282

### **“NEW” PUBLIC SAFETY ANSWERING POINT FUNDING POLICY**

To be established as a new public safety answering point (PSAP) and receive 9-1-1 Office funding, the agency must meet the following criteria.

1. Be a public agency as defined in Government Code Section 53101: “Public agency as used in this article, means the state, and any city, county, city and county, municipal corporation, public district, or public authority located in whole or in part within this state which provides or has authority to provide firefighting, police, ambulance, medical, or other emergency services”.
2. Commit to answer 9-1-1 calls 24 hours per day, seven days per week for at least five years.
3. Provide documentation to support an anticipated call volume of 300 or more 9-1-1 calls per month (PSAPs that answer less than 300 calls per month will be considered on a case-by-case basis).

*Note: The 9-1-1 Office encourages PSAPs to consider PSAP consolidation, when appropriate, to make more efficient use of PSAP and 9-1-1 Office resources. All requests to fund new 9-1-1 systems that will answer calls diverted from previously funded PSAP locations will be considered on a case-by-case basis. Exceptions may be made in those cases where it can be demonstrated that funding a new PSAP will result in an overall reduction in 9-1-1 costs and/or a measurable improvement of 9-1-1 service.*

## **PSAP EXPENSES FUNDING POLICY**

With changing technology, new legislation, and an ongoing effort by all agencies for continued improvement to California's 9-1-1 network, the 9-1-1 Office recognizes that PSAPs dedicate considerable resources to support effective response to 9-1-1 callers in their community. It is the policy of the 9-1-1 Office to reimburse PSAPs for documented costs directly associated with this effort.

### **PSAP Expenses Eligible For Reimbursement**

The following are categories of PSAP expenses that may be approved for reimbursement. Categories and activities that require pre-approval by the 9-1-1 Office before the expense is incurred are noted in parentheses. PSAPs may request reimbursement for these expenses by following the reimbursement claim process provided at the end of this chapter.

### **WAGES**

Designated PSAP Managers, designated County Coordinators, and PSAP designated individuals may be reimbursed documented wages (straight time salary and benefits) for the following 9-1-1 related activities.

1. MSAG/ESN - time spent performing 9-1-1 Master Street Address Guide (MSAG) tasks necessary to effectively maintain the integrity of the MSAG, including emergency services number (ESN) jurisdiction assignment and modifications to ensure proper routing of wireline and wireless 9-1-1 calls.

Reimbursement for contracted MSAG/ESN services, in lieu of reimbursement for the 9-1-1 County Coordinator's performance of these activities, requires prior written approval from the 9-1-1 Office. The PSAP shall use their local procurement process when selecting a provider for MSAG/ESN services. The request for prior approval shall include a cover letter on agency letterhead and a copy of the entire MSAG/ESN contractor's bid. The proposed MSAG/ESN contract and/or the request letter must provide a description of 9-1-1 MSAG/ESN activities to be performed and the objectives that must be met by the contractor. The 9-1-1 Office will review the request and respond in writing to the local agency with a Commitment To Fund (TD-288) identifying MSAG/ESN contracted services eligible for reimbursement from the 9-1-1 Office. Once reimbursement for an MSAG/ESN contractor is approved, PSAPs may request reimbursement for these expenses by following the reimbursement claim process provided at the end of this chapter.

2. Dissemination of 9-1-1 related information to county PSAPs - time spent by designated County Coordinators for this activity.
3. Coordination of 9-1-1 services - time spent by PSAP Managers and County Coordinators coordinating wireline/wireless services between 9-1-1 service carriers and the 9-1-1 Office.
4. 9-1-1 system certified upgrade or replacement - time spent on activities related to the procurement of 9-1-1 customer premise equipment (CPE) that has been approved for funding by the 9-1-1 Office.
5. Training (PRE-APPROVAL REQUIRED) - time spent to travel to/from and attend specifically defined 9-1-1 training that is pre-approved by the 9-1-1 Office and held within the State of California. Documentation including a class agenda with a sign-in sheet showing the signatures of attendees or a certificate of completion must be provided to confirm attendance.

6. Special meetings (PRE-APPROVAL REQUIRED) - time spent traveling to/from location and documented attendance at an advisory or project meeting requested by the 9-1-1 Office. Documentation including a dated meeting agenda on agency letterhead and a sign-in sheet showing the signatures of attendees must be provided to confirm attendance.
7. Countywide PSAP Manager's meeting (PRE-APPROVAL REQUIRED) - time spent traveling to/from the meeting location and documented attendance (County Coordinators may include time spent planning and coordinating the meeting).
8. CalNENA quarterly meeting and annual conference (PRE-APPROVAL REQUIRED) - time spent traveling to/from the meeting location and documented attendance (not to exceed 8 hours of attendance each day). Reimbursement for this time is limited to the pre-approved designated County Coordinator and pre-approved designated PSAP Manager. Reimbursement for the CalNENA quarterly meeting is limited to one per year at the location (North or South) nearest the PSAP location.

**MILEAGE** – Designated PSAP Managers, designated County Coordinators, and PSAP designated personnel that have been pre-approved by the 9-1-1 Office may be reimbursed documented mileage incurred while traveling to perform activities in direct support of the PSAP 9-1-1 call taker function. The rate of reimbursement will be based on the PSAP's current documented policy for mileage reimbursement. If no PSAP policy is provided, the State of California, Department of Personnel Administration (DPA), mileage reimbursement rate will be applied.

**TRANSPORTATION (PRE-APPROVAL REQUIRED)**

Designated PSAP Managers, designated County Coordinators, and PSAP designated personnel that have been pre-approved by the 9-1-1 Office may be reimbursed for documented (receipts required) transportation costs (air, railway, bus, rental car, tolls, and parking) incurred while traveling to destinations over 50 miles from the PSAP location to perform activities in direct support of the PSAP 9-1-1 call taker function. The rate of reimbursement will be based on the PSAP's current documented policy for transportation reimbursement. If no PSAP policy is provided, the State of California, DPA, transportation reimbursement rate will be applied.

**LODGING (PRE-APPROVAL REQUIRED)**

Designated PSAP Managers, designated County Coordinators, and PSAP designated personnel that have been pre-approved by the 9-1-1 Office may be reimbursed for documented (receipts required) lodging expenses incurred while traveling to destinations over 50 miles from the PSAP location to perform activities in direct support of the PSAP 9-1-1 call taker function. The rate of reimbursement will be based on the PSAP's current documented policy for lodging reimbursement. If no PSAP policy is provided, the State of California, DPA, lodging reimbursement rate will be applied.

**MEALS (PRE-APPROVAL REQUIRED)**

Designated PSAP Managers, designated County Coordinators, and PSAP designated personnel that have been pre-approved by the 9-1-1 Office may be reimbursed for documented (receipts required) meal expenses incurred while traveling to destinations over 50 miles from the PSAP location to perform activities in direct support of the PSAP 9-1-1 call taker function. The rate of reimbursement will be based on the PSAP's current documented policy for reimbursement of meals. If no PSAP policy is provided, the State of California, DPA, reimbursement rate for meals will be applied.

**MEMBERSHIP (PRE-APPROVAL REQUIRED)**

Annual membership to the National Emergency Number Association (NENA), California Chapter (CalNENA) may be reimbursed by the 9-1-1 Office. Reimbursement will be limited to the pre-approved designated County Coordinator and pre-approved designated PSAP Manager. A current membership number must be provided when requesting reimbursement.

**REGISTRATION (PRE-APPROVAL REQUIRED)**

Reimbursement for the cost of registration to attend the annual CalNENA Conference and Trade Show and a CalNENA quarterly meeting may be funded by the 9-1-1 Office. Reimbursement will be limited to the pre-approved designated County Coordinator and pre-approved designated PSAP Manager. Reimbursement for the cost of registration (receipt required) to attend a quarterly meeting is limited to one per year at the location (North or South) nearest the PSAP location.

**INCIDENTAL EXPENSES (PRE-APPROVAL REQUIRED)**

Expenditures related to performance of reimbursable activities (for example: printing costs for the dissemination of 9-1-1 related information to PSAPs by the County Coordinator) may be funded by the 9-1-1 Office.

## **EDUCATION FUNDING POLICY**

Funding by the 9-1-1 Office for public education materials and/or services for use in selected advertising campaigns or community awareness events that is specifically focused on the proper use of 9-1-1 may be available from the 9-1-1 Office. Pre-approval is required for all education funding requests and each request will be evaluated on a case-by-case basis. The written request to the 9-1-1 Office for funding pre-approval must include:

1. a detailed description of the educational product and/or services provided and how they address the proper use of 9-1-1;
2. a detailed list of costs for which the PSAP is seeking reimbursement; and,
3. a plan for presentation of the material (for example, a community safety day, booth at local fair, or school events with a listing of schools and classes).

Unless purchases are made using a state contract vehicle, such as the California Multiple Award Schedule (CMAS), a master purchase agreement (MPA), or a master service agreement (MSA) where the 9-1-1 Office may pay directly, all funding must be based on the *Reimbursement Claim Process, Network and Other 9-1-1 Services/CPE*, outlined in this chapter.

The 9-1-1 Office does not fund general crime or safety education material.

## **NETWORK SERVICES FUNDING POLICY**

Every telecommunications carrier offering local voice network (wireline and wireless) service in California is required by the California Public Utilities Commission (CPUC) to provide customer access to 9-1-1. Therefore, it is the policy of the 9-1-1 Office to provide cost recovery funding to telecommunications carriers for delivery of wireline and wireless 9-1-1 services in the State of California. Funding shall be contingent upon compliance with the National Emergency Number Association (NENA) recommended standards; contingent upon compliance with the standards, policies, and procedures defined by the 9-1-1 Office; and based on the CPUC tariff rates and state contracted rates.

NOTE: Coordination for system moves and/or system replacement that impact network services should be coordinated with all stakeholders including the PSAP manager, state 9-1-1 Office consultant, equipment contractor, and network provider(s).

### **Eligible PSAP Network Services**

The following items are eligible for 9-1-1 Office funding as stipulated. PSAPs must use either the *Network and Other 9-1-1 Services/CPE, Reimbursement Claim Process* or the *Direct Funding Process*, as indicated in parentheses ( ) after each item below. Funding processes are outlined at the end of this chapter.

#### **7-Digit Emergency Lines - Unlisted (*Reimbursement Claim Process*)**

The 9-1-1 Office does not mandate or fund the publication of 7-digit emergency numbers. PSAPs may request reimbursement for two unlisted 7-digit emergency lines. These lines shall be used to answer transferred 9-1-1 wireline or wireless calls only. Calls answered on these lines shall be answered in a similar manner and with the same priority as 9-1-1 lines. Any previously 9-1-1 Office-funded personal communications systems (PCS) or wireless 9-1-1 telephone lines will be considered the non-published 7-digit emergency lines. Funding includes installation, monthly service, taxes, caller ID feature (where available), and telephone system line cards (new systems only). If call traffic on these lines exceeds capacity, the 9-1-1 Office may fund additional lines after verification of call traffic.

#### **9-1-1 Telephone Lines/9-1-1 Trunks (*Direct Funding Process*)**

The 9-1-1 Office will fund the number of 9-1-1 telephone lines necessary to answer emergency calls at a P.01 grade of service. No less than two telephone lines per routing tandem will be funded at each PSAP. Funding will include installation charges, monthly service, mileage charges and toll charges associated with the answering and transferring of 9-1-1 calls. Additional justification must be included in requests with excessive mileage (more than 50 miles) to connect a PSAP to a tandem switch. Installation and monthly service for pre-approved relocated services will be funded, however the overlap in billing for two locations is limited to a maximum of one month.

#### **ALI Dial Backup Circuit (*Direct Funding Process*)**

The purpose of the automatic location identification (ALI) dial backup circuit is to restore the ALI database connection should the primary ALI retrieval circuit fail. An analog telephone line and associated equipment (modem and cabling) will be funded. Funding for the analog telephone line will include installation, equipment, toll and monthly service. Installation and monthly service for pre-approved relocated services will be funded, however the overlap in billing for two locations is limited to a maximum of one month.



**ALI Retrieval Circuits** (*Direct Funding Process*)

One digital ALI retrieval circuit with two virtual channels and the equipment necessary to connect this circuit to the PSAP CPE will be funded per PSAP. Funding will include installation, equipment and monthly service. Installation and monthly service for pre-approved relocated services will be funded, however the overlap in billing for two locations is limited to a maximum of one month.

**Alternate Answer Circuits** (*Direct Funding Process*)

Requests for new alternate answer circuits will be funded by the 9-1-1 Office to provide an expedient method to reroute 9-1-1 calls to the nearest appropriate PSAP in the event a PSAP's 9-1-1 telephone system fails or the communications center is evacuated. Where feasible, alternate routing of calls must be to an answer point that already has direct connectivity to the same tandem switch. If a PSAP answers 9-1-1 calls from two or more tandems, the 9-1-1 Office may fund additional alternate routing circuits necessary to deliver calls to more than one local PSAP. A letter of authorization from the PSAP agreeing to answer rerouted calls must accompany any request for alternate answer funding. These circuits shall not be used to reroute 9-1-1 call traffic for the purpose of sharing call workload with other PSAPs. Changes to existing alternate answer configurations may be funded when caused by circumstances beyond the control of the PSAP or when the PSAP location is moved; however, the overlap in billing for two locations is limited to a maximum of one month.

**CPE Maintenance Telephone Line** (*Direct Funding Process*)

One analog telephone line for remote maintenance of customer premises equipment by a contractor will be funded. Funding will include installation, equipment and monthly service.

**Foreign Language Interpretation Services** (Contact 9-1-1 Office Consultant)

The 9-1-1 Office will establish and fund the contract necessary to provide 9-1-1 call interpretation services to all PSAPs. PSAPs will be provided an account and telephone number for access to the interpretation service. For additional details on this service or the contract, please contact your 9-1-1 Office consultant.

**Management Information System** (Contact 9-1-1 Office Consultant)

The collection and display of 9-1-1 call traffic statistics via a network management information system (MIS) is currently funded and provided by state contracts. Funding includes the data network telephone lines, data processing and archiving of collected data. Specific PSAP data is available for viewing by that PSAP, provided they have access to the internet. PSAPs without access to the internet can receive paper copies of various statistical reports from their 9-1-1 Office consultant.

Connection to a state contracted MIS for the production of call traffic reports is required by the 9-1-1 Office to determine annual CPE allotment amounts for each PSAP. If the PSAP is not currently connected to these services and plans to seek funding by the 9-1-1 Office, the PSAP should contact their assigned 9-1-1 Office consultant to obtain this service.

## **CUSTOMER PREMISE EQUIPMENT (CPE) POLICY**

It is the policy of the 9-1-1 Office to ensure high quality and best value for local agencies in the procurement and maintenance of 9-1-1 customer premise equipment (CPE) and services. To accomplish this, the 9-1-1 Office staff will advise and support PSAPs in their efforts to procure 9-1-1 CPE that maximizes the ability of PSAP personnel to efficiently and effectively answer and process 9-1-1 calls. To receive 9-1-1 Office funding, the PSAP must follow the funding process for the reimbursement or direct funding as outlined in this chapter (refer to *FUNDING PROCESSES FOR SERVICES & EQUIPMENT, 9-1-1 System CPE Replacement or Certified Upgrade*).

**9-1-1 System CPE Defined:** Includes all equipment and systems used within the PSAP to answer 9-1-1 calls. This includes, but is not limited to, 9-1-1 workstations, telephone key systems, controllers, servers, cabling, and/or ancillary systems and products associated with the delivery and receipt of 9-1-1 calls.

**Master Purchase Agreement (MPA) For 9-1-1 CPE:** The State of California has implemented a Master Purchase Agreement (MPA), contract DGS-0026, that provides PSAPs an effective procurement vehicle for system replacement or certified upgrade (where the existing CPE is certified to last, as new, for an additional five years) of their 9-1-1 system CPE and services. The prices listed on the MPA for equipment and services are the maximum allowable, and the price of systems varies from contractor to contractor. PSAPs may be able to obtain price discounts or additional equipment by soliciting price offers from different providers on the MPA contract, thus increasing the buying power of their annual allotment.

Use of the MPA is not mandatory; however, PSAPs will need to use their local procurement process should they choose not to use the MPA.

**CPE Funding Allotment:** In order to provide funding in an equitable manner throughout the state, the 9-1-1 Office has established a CPE funding allotment calculation that is based on each PSAP's volume of 9-1-1 calls using the CPE Provisioning Policy (provided in this chapter), the median prices obtained from the CPE contract for a standard system, and the PSAP's 9-1-1 call taker staffing commitment. The CPE funding allotment for each PSAP is designed to permit the PSAP to accrue funding, on an annual basis, toward their next replacement of a complete 9-1-1 system or certified upgrade (where the existing CPE is certified to last, as new, for an additional five years). Upon receipt of a PSAP's request for CPE funding, the 9-1-1 Office consultant will perform a 9-1-1 call traffic analysis and calculate an annual CPE allotment eligibility amount.

For clarification, the CPE allotment eligibility amount stops accruing upon installation of the 9-1-1 system replacement or certified upgrade for which it was intended. Upon request by the PSAP for their next system replacement or certified upgrade, the 9-1-1 Office will perform a new call volume traffic analysis and calculate a new CPE allotment eligibility amount with a new accrual beginning the first January after the last 9-1-1 system replacement or certified upgrade.

In an effort to provide flexibility to the PSAP for 9-1-1 related funding, PSAPs may request use of the CPE allotment for a special purchase before system replacement or certified upgrade. Items that may be eligible for funding are listed in the list of *Standard System* items and the *Service/Equipment Approval List For Residual Funds* provided in this chapter. However, when it is time to replace or upgrade the PSAP's 9-1-1 system CPE, for which this annual CPE allotment is designed to fund, the agency may be required to provide local funding if the remaining CPE allotment funds are insufficient at that time.

For 9-1-1 Office budgeting purposes and to allow the PSAP adequate time to evaluate various 9-1-1 system CPE contractors, PSAPs should submit their request for 9-1-1 system CPE replacement or certified upgrade and their plan for use of any residual funds to the 9-1-1 Office at least 12 to 18 months before planned installation.

**Residual Funds:** If the final cost for complete 9-1-1 system CPE replacement or certified upgrade is less than the PSAP's CPE funding allotment eligibility amount, this residual amount is referred to as residual funds. These residual funds may be used for the purchase of additional 9-1-1 Office approved equipment and services as detailed in the *Service/Equipment Approval List For Residual Funds* provided in this chapter. Planning and subsequent request for use of these residual funds must take place when the PSAP prepares and submits their purchase order (PO) package in accordance with the *Funding Process for 9-1-1 System Replacement or Certified Upgrade* as outlined in this chapter.

#### **CPE System Maintenance After Five Years**

Five years after installation of a 9-1-1 CPE system (which includes one year of system warranty and four years of system maintenance), PSAPs may choose to enter into an agreement with a CPE contractor for additional maintenance. Maintenance agreements are not automatic and 9-1-1 Office funding requires pre-approval at least two months prior to the expiration of the "existing" agreement. Maintenance costs that are directly billed to, or reimbursed by, the 9-1-1 Office will be deducted from the PSAP's CPE allotment. Contact your 9-1-1 Office Consultant to determine the appropriate steps required for pre-approval and subsequent funding by the 9-1-1 Office.

#### **CPE Replacement Parts and Equipment Repairs**

Funding will be provided for replacement parts and equipment repairs caused by normal use of the equipment. PSAPs will not be required to submit for prior funding approval of replacement parts when immediate replacement is necessary to restore normal operation of the CPE. PSAPs shall provide a facility with adequate heating, cooling, ventilation, light, electrical supply and overload protection to protect the equipment so that it may operate as intended by the manufacturer. Costs to repair damage to equipment, caused by PSAP negligence or the lack of adequate facilities to house and protect the equipment, shall be the responsibility of the PSAP. If an act of nature or other circumstance causes damage to the equipment, and the PSAP has made a reasonable effort to protect such equipment, the 9-1-1 Office will review and may approve funding requests for replacement parts and equipment repairs. All requests for funding replacement parts and equipment repairs for reasons other than those caused by normal use will be evaluated on a case-by-case basis.

**STANDARD 9-1-1 SYSTEM**

A standard 9-1-1 system includes all 9-1-1 CPE and systems used within the PSAP to answer 9-1-1 calls. This includes, but is not limited to, 9-1-1 workstations, telephone key systems, controllers, servers, cabling, and/or ancillary systems and products associated with the delivery of a 9-1-1 call. The elements of a standard 9-1-1 system include the following:

01. Cabling
  - A. assume a 100-foot run from demarcation point to 9-1-1 workstation with no obstructions
  - B. punchdown block at demarcation point for connection to PSAP provided logging recorder
02. Call Detail Records collection - capability for third party contractor to remotely collect real time ANI, ALI, and call detail data via network connection
03. Centralized automatic message accounting (CAMA) enhanced 9-1-1 (E9-1-1) trunk cards
04. Computer - full telephony computer, intelligent workstation (IWS)
05. Computer Aided Dispatch (CAD) interface - ANI/ALI output interface to PSAP CAD
06. Headsets
07. Instant recall recorder (IRR)
08. Keyboard
09. Keypad dialer (if no phone set)
10. Keyboard arbitrator
11. Line card with caller ID for unlisted 7-digit emergency lines
12. Maintenance - one (1) year parts and labor warranty, four (4) year maintenance service
13. Monitor - 17"
14. Mouse
15. Phone set (only if necessary for computer telephony integration)
16. Printer
17. Telecommunications devices for the deaf (TDD/TTY)
18. Training on system use for call takers and supervisors
19. Uninterrupted power supply (UPS) - One UPS serving all backroom equipment (15 minutes)
20. Uninterrupted power supply (UPS) - One UPS serving each position (15 minutes)

### **SERVICE/EQUIPMENT APPROVAL LIST FOR RESIDUAL FUNDS**

A PSAP may request pre-approval from the 9-1-1 Office to use residual funds from their CPE funding allotment (in accordance with requirements outlined in the *CPE Funding Policy*, *CPE Funding Allotment* of this chapter) to purchase additional 9-1-1 services and/or equipment from the list below where the services and/or equipment is planned for use within the communication center and in direct support of 9-1-1 call takers. Documentation must be provided to describe how the service/equipment will meet this requirement. Facility modifications and GIS related equipment must include justification, project plan, and floor plans. All requests must include a detailed itemization of costs.

Funding for the items below that are available on the state MPA should be requested at the time of system replacement or certified upgrade in a concise plan for use of all residual CPE allotment funds and in accordance with the *9-1-1 System CPE Direct Funding Process* outlined in this chapter. Requests for funding of items not on the MPA or not purchased at the same time of the CPE upgrade/replacement, must be requested in accordance with the *Reimbursement Claim Process, Network and Other 9-1-1 Services/CPE*, outlined in this chapter.

01. Automated attendant and voice mail
02. Automatic call distribution (ACD)
03. Call Traffic Study
04. Cards - Centrex/1MB administrative line card
05. Cards - computer software interface or protocol
06. Computer Aided Dispatch (CAD) system components
07. Computer - full telephony computer, intelligent workstation (IWS)
08. Computer - spare parts in support of IWS
09. Computer (only for use in the communication center in direct support of 9-1-1 call takers)
10. Computer support items (flat screen monitor, keyboard, mouse, wrist rest)
11. Equipment removal expenses
12. Facility modifications necessary to install 9-1-1 system
13. Furniture - call taker position, including dispatch chair, desk, and 9-1-1 console
14. Geographical Information System (GIS) related services and equipment
15. Headset
16. Interconnection of PSAP administration and 9-1-1 telephone system
17. Logging recorder
18. Maintenance for 9-1-1 CPE
19. Management Information System (MIS)
20. Moves, adds and changes (costs to perform routine reprogramming or the relocation of equipment within the same location)
21. Power - PSAP facility emergency power generators or battery backup systems
22. Printer, including paper and ribbon products
23. Private Switch ALI (PS-ALI)
24. Radio line control cards and radio interface with 9-1-1 CPE
25. Radio dispatch console equipment at the 9-1-1 call taker position
26. Telephone set(s) at the 9-1-1 call taker position
27. Training on use of 9-1-1 IWS for call takers and supervisors

## **CPE PROVISIONING POLICY**

It is the policy of the 9-1-1 Office to use measured 9-1-1 call volumes to calculate PSAP 9-1-1 CPE provisioning and subsequent CPE funding allocations at a level needed for the PSAP to answer 9-1-1 calls at a P.01 grade of service (no more than one busy per 100 call attempts during a normal busy hour).

### **Measured Call Volumes**

The 9-1-1 Office can access PSAP 9-1-1 call traffic statistics by way of a web-based management information system (MIS). PSAP connection to a state contracted MIS for the production of call traffic reports is required by the 9-1-1 Office to determine current CPE provisioning levels and annual CPE allotment amounts for each PSAP. Call traffic associated with major catastrophes, natural disasters, and/or other abnormal call spikes will not be used as a basis for determining CPE provisioning. PSAPS not currently connected to these services should contact their assigned 9-1-1 Office consultant to obtain this service.

### **CPE Funding Level Calculations**

The 9-1-1 Office has established CPE funding allotment amounts at various funding levels that are based on the quantity of 9-1-1 calls, including up to 20 percent of 9-1-1 calls that are abandoned before they are answered; and, with exception to funding level five, emergency 9-1-1 transferred calls answered by the PSAP on nonpublished 7-digit emergency lines.

**1. FUNDING LEVEL ONE - PSAPs that answer 1 to 300 emergency calls per month.**

PSAPs at this level of 9-1-1 call volume will be considered on a case-by-case basis for 9-1-1 Office funding. Established PSAPs that answer 300 or less 9-1-1 calls and emergency 7-digit 9-1-1 transfer calls, including up to 20 percent of total 9-1-1 calls that are abandoned before they are answered during the typical busy MONTH, may be “grandfathered” at a minimum level of funding. Continued funding for “grandfathered” systems will be assessed on a case-by-case basis as each system is due for replacement or certified upgrade.

**2. FUNDING LEVEL TWO - PSAPs that answer 301 to 800 emergency calls per month.**

The CPE provisioning determination for this level is based on the total volume of 9-1-1 calls and emergency 7-digit 9-1-1 transfer calls answered at the PSAP, including up to 20 percent of total 9-1-1 calls that are abandoned before they are answered during the typical busy MONTH. The typical busy month will be based on selection of the three highest call volume months over the previous 18 months, adding the total of the three selected months, then dividing the total by three.

**3. FUNDING LEVEL THREE - PSAPs that answer 801 to 1200 emergency calls per month.**

The CPE provisioning determination for this level is based on the total volume of 9-1-1 calls and emergency 7-digit 9-1-1 transfer calls answered at the PSAP, including up to 20 percent of total 9-1-1 calls that are abandoned before they are answered during the typical busy MONTH. The typical busy month will be based on selection of the three highest call volume months over the previous 18 months, adding the total of the three selected months, then dividing the total by three.

All funding level calculations for PSAPs with a call volume of over 1200 calls per month will be performed using the calculations for funding level four (typical busy hour) AND funding level five (typical busy month). The calculation that provides the highest CPE funding amount for the PSAP will be applied.

**4. FUNDING LEVEL FOUR – PSAPs that answer over 1200 emergency calls per month.**

The CPE provisioning determination for this level is based on the volume of 9-1-1 calls and emergency 7-digit 9-1-1 transfer calls answered at the PSAP, including up to 20 percent of total 9-1-1 calls that are abandoned before they are answered during the typical busy hour. The 9-1-1 Office will use the following formula to determine the CPE provisioning level and funding allotment amount based on the typical busy hour.

**TYPICAL BUSY HOUR FORMULA:  $E = [(N \times 2) (T + 60 \text{ seconds})] / 3600$**

<b>E</b>	=	estimated 9-1-1 call volume during busy hour measured in Erlangs (one Erlang equates to one hour of call traffic)
<b>N</b>	=	number (or quantity) of 9-1-1 calls answered during typical busy hour, including up to 20% abandoned calls
<b>X2</b>	=	the N is doubled to account for emergency 7-digit 9-1-1 transfer calls
<b>T</b>	=	time (estimated average 9-1-1 call duration during typical busy hour)
<b>+60</b>	=	call wrap-up time added to each counted call
<b>/3600</b>	=	divided by number of seconds in one hour

**EXCERPT FROM ERLANG B TABLE WHERE P = .01**

<b>POSITIONS</b>	3	4	5	6	7	8	9	10	11	12	13	14	15
<b>ERLANGS</b>	.46	.87	1.36	1.91	2.50	3.13	3.78	4.46	5.16	5.88	6.61	7.35	8.11

*Example: Where a PSAP that answers an average of fifty (50) 9-1-1 calls during their typical busiest hours and the average call time for these calls is 80 seconds, the formula would be  $[(50 \times 2) \times (80 + 60)] / 3600 = 3.89$  Erlangs of call traffic. From the above table excerpt the formula calculates a result of 10 positions to handle between 3.78 and 4.46 Erlangs of call traffic at the P.01 grade of service.*

**5. FUNDING LEVEL FIVE – PSAPs that answer over 1200 9-1-1 calls per month.**

As an alternative to funding level four, that is based on the PSAP's typical busy hour, the CPE provisioning determination for level five is based on the total number of 9-1-1 calls answered at the PSAP, including up to 20 percent of total 9-1-1 calls that are abandoned before they are answered during the averaged typical busy month. The typical busy month will be based on selection of the three highest call volume months over the previous 18 months, adding the total of the three selected months, then dividing the total by three. The 9-1-1 Office will use the following formula, based on the typical busy month, to determine the CPE provisioning level and funding allotment amount for PSAPs with over 1200 9-1-1 calls during a typical busy month.

**TYPICAL BUSY MONTH FORMULA:  $P = [(A / 1000) + (B / 2000)]$**

<b>P</b>	=	CPE provisioning level
<b>A</b>	=	total answered 9-1-1 calls for the averaged typical busy month
<b>/1000</b>	=	divided by 1000
<b>B</b>	=	total abandoned 9-1-1 calls (up to 20% of total) during the averaged typical busy month
<b>/2000</b>	=	divided by 2000

*Example: Where a PSAP averages 12,300 calls per month over a selected three months, this number would be divided by 1000 to equal 12.3. Where the average number of abandoned calls during the same selected months is 2100, this number would be divided by 2000 to equal 1.05. The CPE provisioning level for this PSAP totals 13.35, which would be rounded up to 14.*

## **GEOGRAPHIC INFORMATION SYSTEM (GIS) FUNDING POLICY**

In accordance with Federal Communications Commission (FCC) Order 94-102, the 9-1-1 Office has launched a project to implement enhanced 9-1-1 services for wireless telephone users throughout California. A major emphasis of this project is the redistribution of statewide wireless 9-1-1 call volumes to local PSAPs from the California Highway Patrol (CHP) communications centers that handle an overwhelming number of wireless 9-1-1 calls. As an incentive for PSAP participation in this project that will significantly improve 9-1-1 wireless caller response time, the 9-1-1 Office will provide participating PSAPs a one-time allotment for costs associated with implementation of a GIS. Primary PSAPs that agree to answer wireless 9-1-1 calls directly or secondary PSAPs that receive transferred wireless calls through the 9-1-1 network may request GIS funding by following the *GIS Reimbursement Claim Process* or the *GIS Direct Funding Process* outlined at the end of this chapter.

### **GIS Funding Allotment**

PSAPs approved for GIS funding will be provided a GIS allotment in accordance with the procedures provided in this chapter. The GIS funding allotment is based on the PSAP's 9-1-1 call volume statistics as determined by the CPE provisioning formulas outlined in this chapter. The one-time GIS allotment may be used in current and future years.

### **Authorized Use of GIS Allotment Funds**

PSAPs may use their GIS funding allotment for software, hardware and services necessary to provide the 9-1-1 call taker with GIS mapping to be used for the display of Wireless Phase II latitude and longitude of the person that has dialed 9-1-1. GIS expenditures submitted for funding must include a GIS plan identifying the scope (task and/or item elements with a description of how the mapping requirement will be met), schedule and resources (itemization of proposed costs). PSAPs may use their GIS funding allotment for the following GIS related expenditures. The 9-1-1 Office will examine funding requests for GIS related items not listed below on a case-by-case basis.

01. Aerial photographs
02. Application interface device
03. CAD integration
04. Computer
05. Computer hardware upgrades
06. Computer software upgrades
07. Computer software used to create/manipulate map datasets
08. Consulting services for GIS
09. Datasets (commercial map datasets where, as a minimum, the dataset must have road centerlines and street address names and ranges)
10. Map maintenance
11. Map data conversion and installation
12. Monitors
13. Personnel time to build and maintain the PSAP portion of the GIS database, including
  - A. creation of new map dataset road centerlines using aerial photographs and/or global positioning system (GPS) assisted data collection;
  - B. creation of public safety related map layers;
  - C. training; and,
  - D. verification of map dataset accuracy. Activities may include:
    - a. verification/correction of spatial street centerline data;
    - b. verification/correction of street address ranges, street names and spellings; and,
    - c. comparison, verification/correction of map dataset and/or Master Street Address Guide (MSAG).



## **FUNDING PROCESSES FOR SERVICES AND EQUIPMENT**

Public safety answering points (PSAPs) requesting 9-1-1 Office funds may use the reimbursement process or the direct funding process.

### **Reimbursement**

The reimbursement funding process provides the PSAP a vehicle to be compensated for 9-1-1 related expenses that are pre-approved for funding by the 9-1-1 Office. Refer to *PSAP EXPENSES POLICY* for services that may not require pre-approval. Invoices will be sent to and paid by the PSAP. The PSAP may then submit a reimbursement claim to the 9-1-1 Office.

### **Direct Funding**

With prior approval from the 9-1-1 Office, the direct funding process allows the PSAP to order equipment and services and have all invoices sent directly to the 9-1-1 Office. Direct funding requires a State of California procurement vehicle, such as a state master contract and/or California Multiple Award Schedule (CMAS).

## **FUNDING PROCESSES (Step-By-Step)**

In accordance with the funding policies provided in this chapter, four categories of services and equipment (*CPE, GIS, Network and Other 9-1-1 Services/CPE, and PSAP Expenses*) are provided on the following pages with detailed funding processes for reimbursement and direct funding. PSAP Managers are encouraged to contact their 9-1-1 Office consultant for assistance with these processes.

**Funding Process for:  
9-1-1 SYSTEM CPE REPLACEMENT OR CERTIFIED UPGRADE**

**9-1-1 System CPE Reimbursement Claim Process**

In accordance with the *CPE FUNDING POLICY* outlined in this chapter, PSAPs requesting reimbursement for a complete 9-1-1 system CPE replacement or certified upgrade (where the existing CPE is certified to function, as new, for an additional five years) may use the following *CPE Reimbursement Claim Process*.

**1. PSAP Requests Funding**

The PSAP writes a letter to the 9-1-1 Office requesting a complete system replacement or certified upgrade. For budgeting purposes, the initial request to upgrade or replace 9-1-1 equipment must be submitted to the 9-1-1 Office at least twelve months (18 months if feasible) in advance of the anticipated installation date. The letter shall include:

- A. an overview of requirements;
- B. the PSAP's planned number of staffed 9-1-1 call taker positions;
- C. the procurement process PSAP plans on using to obtain equipment and services (i.e., PSAP will perform a competitive bid or PSAP plans to use DGS-0026); and,
- D. the desired installation date.

**2. 9-1-1 Office Issues "Pre-Authorization Letter"**

If the PSAP request meets the funding requirements outlined in this chapter, a "pre-authorization letter" will be sent to the PSAP within eight weeks of the date the funding request letter was received by the 9-1-1 Office and will detail the approved allotment amount. The pre-authorization letter will also detail the steps the PSAP must follow to obtain final purchase approval from the 9-1-1 Office. If the PSAP funding request letter does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the funding request letter was received by the 9-1-1 Office.

**3. PSAP Chooses 9-1-1 System From DGS-0026 or Prepares Bid Specifications**

Once pre-authorization is obtained from the 9-1-1 Office, the PSAP may choose to use the state CPE master purchase agreement (MPA), DGS-0026, or they may choose to use their PSAP's competitive bid procurement process. PSAPs are encouraged to examine the functional differences of available 9-1-1 systems, determine each contractor's ability to provide different services, and obtain multiple price offers from contractors for systems with matching configurations and functionality needed by the PSAP.

NOTE: Coordination for system moves and/or system replacement that impact network services should be coordinated with all stakeholders including the PSAP manager, state 9-1-1 Office consultant, equipment contractor, and network provider(s).

**4. PSAP Submits a Statement of Work (SOW) or a Bid Specification**

Once the PSAP has selected a 9-1-1 system and has prepared a SOW or the PSAP has prepared bid specifications for a complete system replacement, the PSAP should submit a funding request to the 9-1-1 Office with the following documentation.

- A. Copy of the "pre-authorization letter"
- B. Statement of Work with an itemization of all system replacement costs or bid specification

**5. 9-1-1 Office Issues a Commitment To Fund**

If the PSAP request meets the funding requirements outlined in this chapter, a Commitment To Fund (TD-288) form detailing the approved amount will be sent to the PSAP within four weeks of the date the funding request was received by the 9-1-1 Office. If the PSAP letter does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the funding request was received by the 9-1-1 Office.

**6. The PSAP Purchases the 9-1-1 System CPE**

The PSAP uses their procurement process to purchase the system and authorizes the contractor to provide and install the equipment according to the conditions of their contract.

**7. Contractor Invoices the PSAP**

Upon satisfactory installation of equipment or service, the contractor will invoice the PSAP.

**8. PSAP Submits Claim For Reimbursement**

Upon payment of the invoice, the PSAP may submit a Reimbursement Claim (TD-290) form to the 9-1-1 Office, including the previously approved TD-288 with appropriate 9-1-1 Office tracking number, a document confirming the PSAP's acceptance date of the system, and copies of paid invoices with proof of payment (e.g. copy of cancelled check).

**9. 9-1-1 Office Reviews, Approves, and Reimburses PSAP**

Upon receipt of a complete and accurate TD-290 with appropriate documentation, the 9-1-1 Office will review and approve the request within two weeks. The claim will be forwarded to the Department of General Services, Office of Fiscal Services, for payment processing. This final payment process may take up to 90 days.

### **9-1-1 System CPE Direct Funding Process**

In accordance with the *CPE FUNDING POLICY* outlined in this chapter, PSAPs are required to follow the procedures below when seeking state funding for a complete 9-1-1 system replacement or certified upgrade where the PSAP uses a CMAS contract or state MPA DGS-0026 and invoices will be sent by the contractor to the 9-1-1 Office for direct payment. PSAPs must follow their own procurement processes when issuing a purchase order to procure 9-1-1 systems.

#### **1. PSAP Requests Funding**

The PSAP writes a letter to the 9-1-1 Office requesting a complete system replacement or certified upgrade. For budgeting purposes, the initial request to upgrade or replace 9-1-1 equipment must be submitted to the 9-1-1 Office at least twelve months (18 months if feasible) in advance of the anticipated installation date. The letter shall include:

- A. an overview of requirements;
- B. the PSAP's planned number of staffed 9-1-1 call taker positions;
- C. the PSAP's choice of state procurement vehicle (CMAS or MPA DGS-0026); and,
- D. the desired installation date.

#### **2. 9-1-1 Office Issues "Pre-Authorization Letter"**

If the PSAP request meets the funding requirements outlined in this chapter, a "pre-authorization letter" will be sent to the PSAP within eight weeks of the date the funding request letter was received by the 9-1-1 Office and will detail the approved allotment amount. The pre-authorization letter will also detail the steps the PSAP must follow to obtain final purchase approval from the 9-1-1 Office. If the PSAP funding request letter does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the funding request letter was received by the 9-1-1 Office.

#### **3. PSAP Chooses 9-1-1 System**

Once pre-authorization is obtained from the 9-1-1 Office, the PSAP is encouraged to examine the functional differences of available 9-1-1 systems, determine each contractor's ability to provide different services, and obtain multiple price offers from contractors for systems with identical configurations and functionality needed by the PSAP.

Prices on the MPA contract are the maximum allowable. PSAPs may be able to obtain additional price discounts and/or additional services and equipment (see *Service/Equipment Approval List For Residual Funds* in this chapter) by obtaining price offers from different contractors.

The PSAP is strongly encouraged to follow the steps listed below to choose a system.

- A. Examine different CPE systems/contractors and obtain price offers (a detailed breakdown of equipment, installation and maintenance costs) for systems with identical configurations.
- B. Document a comparative analysis of systems evaluated.
- C. Document selected system and why it was chosen.

**4. Contractor Prepares Statement Of Work (SOW)**

The selected contractor prepares a SOW detailing all deliverables for this installation. Please refer to *Statement of Work* at the end of this chapter. This document is important because it insures that both the PSAP and the contractor agree on the elements necessary to meet the needs of the PSAP. The PSAP may use the 9-1-1 Office website to compare price quotes against current maximum contract prices for each CPE contract provider.

NOTE: Coordination for system moves and/or system replacement that impact network services should be coordinated with all stakeholders including the PSAP manager, state 9-1-1 Office consultant, equipment contractor, and network provider(s).

**5. PSAP Prepares and Submits a Purchase Order (PO) Package**

The 9-1-1 Office will assist the PSAP, as needed, in preparing a PO package. The PO document shall serve as the legally binding procurement instrument between the PSAP agency and the contractor. The PO package must include the following information.

- A. SOW
- B. Copy of pre-authorization letter
- C. Itemized list of all system elements
- D. Unsigned PO, which must include:
  - a. the “ship to” address where the system will be installed;
  - b. the “bill to” address of the 9-1-1 Office for all applicable system elements approved for funding;
  - c. a statement on the front of the PO stating, *“The purchase, installation, and maintenance of items identified in this purchase order shall comply exclusively with the terms and conditions of (State Contract DGS-0026 or CMAS contract number) and the attached Statement of Work.”*
  - d. a summary of costs on the PO document for the standard system replacement or certified upgrade including equipment, installation, training, maintenance, and taxes;
  - e. a summary of costs on the PO document, in addition to the standard system, for other items on the contract the PSAP requests to purchase at the same time (list CPE allotment items separately from GIS allotment items);
  - f. an attached cost table referencing a complete breakdown of all costs by item, and,
- E. Summary list of items (not on the MPA) being requested for use of residual funds, if any, that expire at the end of the calendar year of system replacement or certified upgrade (must use *Reimbursement Process, Network and Other 9-1-1 Services/CPE*).

**6. 9-1-1 Office Issues a Commitment To Fund**

The 9-1-1 Office will review the PO package. If the PSAP’s PO package meets the funding requirements outlined in this chapter, a Commitment To Fund (TD-288) form detailing the approved amount will be sent to the PSAP within four weeks of the date the 9-1-1 Office received a complete and accurate PO package. If the PSAP’s PO package does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the 9-1-1 Office received the PO package.

**7. PSAP Authorizes Contractor To Proceed With Installation**

Upon receipt of the approved TD-288, the PSAP may then sign the PO and authorize the contractor to proceed with installation. The PSAP and the contractor should closely examine the schedule included in the SOW prior to signing the document. The contractor should be provided the signed PO and a copy of the TD-288.

**8. PSAP Performs Acceptance Testing**

Acceptance testing must be performed in accordance with contractual provisions. Once a system passes the acceptance testing, the PSAP shall submit a signed 9-1-1 Service and Equipment System Acceptance and Authorization (TD-284) form to the 9-1-1 Office so that payment can be rendered to the contractor.

**9. Contractor Invoicing**

Upon satisfactory installation of equipment or service, the contractor may invoice the 9-1-1 Office. When invoicing the 9-1-1 Office, the contractor must include a breakdown of applicable equipment, labor, taxes, and surcharges. The tracking number from the TD-288 form must be noted on the invoice. When creating an account name for an invoice, the contractor must use the account naming convention provided by the 9-1-1 Office on the TD-288.

### **Funding Process for: GEOGRAPHIC INFORMATION SYSTEM (GIS)**

In accordance with the *GIS FUNDING POLICY* outlined in this chapter, PSAPs requesting funding for GIS may use the Reimbursement Process or the Direct Funding Process. Both methods require specific preliminary information outlined below that is necessary to determine GIS funding eligibility.

#### **GIS Reimbursement Claim Process**

##### **1. PSAP Requests GIS Funding**

The PSAP prepares and submits to the 9-1-1 Office a GIS funding request letter that must include the following information, as a minimum.

- A. The PSAP's planned number of staffed 9-1-1 call taker positions.
- B. A commitment from the PSAP to answer wireless 9-1-1 calls in their jurisdiction when the service becomes available.

##### **2. 9-1-1 Office Issues "GIS Funding Eligibility Letter"**

If the PSAP request meets the GIS funding requirements outlined in this chapter, a "GIS funding eligibility letter" will be sent to the PSAP within two weeks of the date the funding request letter was received by the 9-1-1 Office. This letter will detail the amount of GIS funds that the PSAP may be eligible to receive, pending 9-1-1 Office approval of the PSAP's GIS spending plan. This letter will also detail the steps the PSAP must follow to obtain final purchase approval from the 9-1-1 Office. If the PSAP funding request letter does not meet the GIS funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the funding request letter was received by the 9-1-1 Office.

##### **3. PSAP Prepares and Submits a GIS Spending Plan**

The PSAP prepares and submits to the 9-1-1 Office a GIS spending plan that should include the following information, as a minimum.

- A. The procurement process the PSAP plans on using, if necessary, to obtain equipment and/or services (i.e., competitive bid, state contract).
- B. A general overview of planned GIS activities (scope) with a description of the PSAP's current status of GIS deployment and a description of how the mapping requirement will be met then tested;
- C. A schedule for implementation (for example, anticipated dates for wireless 9-1-1 call delivery, demonstrated multi-jurisdictional planning, map dataset completion, hardware, software installation and training); and,
- D. An outline of resources (including costs) needed to accomplish GIS activities (CPE, consulting, personnel time).

##### **4. 9-1-1 Office Issues a Commitment To Fund**

The 9-1-1 Office will review the GIS spending plan. If the PSAP spending plan meets the funding requirements outlined in this chapter, a Commitment To Fund (TD-288) form detailing the approved amount will be sent to the PSAP within four weeks of the date the 9-1-1 Office received a complete and accurate GIS spending plan. If the PSAP's spending plan does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the 9-1-1 Office received a complete and accurate GIS spending plan.

##### **5. PSAP Purchases GIS and/or Related Components**

The PSAP uses their procurement process to purchase the GIS and/or related GIS components and authorizes the contractor to provide and install the equipment according to the

conditions of their contract. The 9-1-1 Office strongly recommends that a statement of work (SOW) and a system acceptance plan be included in this process. (Please refer to *Statement of Work* in this chapter.)

**6. Contractor Invoices the PSAP**

Upon satisfactory installation of equipment or service, the contractor will invoice the PSAP.

**7. PSAP Submits Claim For Reimbursement**

Upon payment of the invoice, the PSAP may submit a Reimbursement Claim (TD-290) form to the 9-1-1 Office, including the previously approved TD-288 with appropriate 9-1-1 Office tracking number and copies of paid invoices with proof of payment.

**8. 9-1-1 Office Reviews, Approves, and Reimburses PSAP**

Upon receipt of a complete and accurate TD-290 with appropriate documentation, the 9-1-1 Office will review and approve the claim within two weeks. The claim will be forwarded to the Department of General Services, Office of Fiscal Services, for payment processing. This final payment process may take up to 90 days.



### **GIS Direct Funding Process**

In accordance with the *GIS FUNDING POLICY* outlined in this chapter, PSAPs may seek funding from the 9-1-1 Office for GIS. PSAPs requesting invoices for approved GIS CPE/Services to be sent by the contractor directly to the 9-1-1 Office for payment are required to follow the procedures below. PSAPs are also required to follow their own procurement processes when issuing purchase orders needed to procure a GIS.

#### **1. PSAP Requests GIS Funding**

The PSAP prepares and submits to the 9-1-1 Office a GIS funding request letter that must include the following information, as a minimum.

- A. The PSAP's planned number of staffed 9-1-1 call taker positions.
- B. A commitment from the PSAP to answer wireless 9-1-1 calls in their jurisdiction when the service becomes available.

#### **2. 9-1-1 Office Issues "GIS Funding Eligibility Letter"**

If the PSAP request meets the GIS funding requirements outlined in this chapter, a "GIS funding eligibility letter" will be sent to the PSAP within two weeks of the date the funding request letter was received by the 9-1-1 Office. This letter will detail the amount of GIS funds that the PSAP may be eligible to receive, pending 9-1-1 Office approval of the PSAP's GIS spending plan. This letter will also detail the steps the PSAP must follow to obtain final purchase approval from the 9-1-1 Office. If the PSAP funding request letter does not meet the GIS funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the funding request letter was received by the 9-1-1 Office.

#### **3. PSAP Prepares and Submits a GIS Spending Plan**

The PSAP prepares and submits to the 9-1-1 Office a GIS spending plan that should include the following information, as a minimum.

- A. The PSAP choice of state procurement vehicle (CMAS or MPA).
- B. A general overview of planned GIS activities (scope) with a description of the PSAP's current status of GIS deployment and a description of how the mapping requirement will be met then tested;
- C. A schedule for implementation (for example, anticipated dates for wireless 9-1-1 call delivery, demonstrated multi-jurisdictional planning, map dataset completion, hardware, software installation and training); and,
- D. An outline of resources (including costs) needed to accomplish GIS activities (CPE, consulting, personnel time).

#### **4. 9-1-1 Office Issues "Pre-Authorization Letter"**

If the PSAP spending plan meets the funding requirements outlined in this chapter, a "pre-authorization letter" will be sent to the PSAP within four weeks of the date the spending plan was received by the 9-1-1 Office and will detail the approved GIS allotment amount. The pre-authorization letter will also detail the steps the PSAP must follow to obtain final purchase approval from the 9-1-1 Office. If the PSAP's spending plan does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the 9-1-1 Office received the GIS funding request.

**5. PSAP Chooses Contracted GIS Equipment or Services**

Once pre-authorization is obtained from the 9-1-1 Office, the PSAP is strongly encouraged to follow the steps listed below to choose a system.

- A. Examine different GIS systems/contractors and obtain price offers (a detailed breakdown of equipment, installation and maintenance costs) for systems with identical configurations.
- B. Document a comparative analysis of the systems evaluated.
- C. Document the selected system and describe why it was chosen.

**6. PSAP Prepares And Submits A GIS PO Package**

The 9-1-1 Office will assist the PSAP, as needed, in preparing a GIS PO package. The PO document shall serve as the legally binding procurement instrument between the PSAP and the contractor. The PO package shall include the following information.

- A. SOW
- B. Copy of pre-authorization letter
- C. Itemized list of all system elements
- D. Unsigned PO, which must include:
  - a. the “ship to” address where the system or GIS components will be installed,
  - b. the “bill to” address of the 9-1-1 Office (for all applicable system elements approved for funding);
  - c. a statement on the front of the PO stating, *“The purchase, installation, and maintenance of items identified in this purchase order shall comply exclusively with the terms and conditions of (State Contract DGS-0026 or CMAS contract number) and the attached Statement of Work.”*
  - d. a summary of all costs for items which the PSAP intends to purchase with GIS allotment funds, including equipment, installation, training, maintenance, services, and taxes with an attached cost table referencing a complete breakdown of costs. (GIS allotment items and CPE allotment items must be listed separately, if applicable.)

**7. 9-1-1 Office Issues a Commitment To Fund**

The 9-1-1 Office will review the GIS PO package. If the PSAP’s PO package meets the funding requirements outlined in this chapter, a Commitment To Fund (TD-288) form detailing the approved amount will be sent to the PSAP within four weeks of the date the 9-1-1 Office received a complete and accurate PO package. If the PSAP’s PO package does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the 9-1-1 Office received the PO package.

**8. PSAP Authorizes Contractor To Proceed With Installation**

Upon receipt of the approved TD-288, the PSAP may then sign the PO and authorize the contractor to proceed with installation. The PSAP should closely examine the schedule included in the SOW prior to signing the PO. The contractor should be provided the signed PO and a copy of the TD-288.

**9. Contractor Invoices the 9-1-1 Office**

Upon satisfactory installation of equipment or service, the contractor may invoice the 9-1-1 Office. When invoicing the 9-1-1 Office, the contractor must include a breakdown of applicable equipment, labor, taxes, and surcharges. The tracking number from the TD-288 form must be noted on the invoice. When creating an account name for an invoice, the contractor must use the account naming convention provided by the 9-1-1 Office on the TD-288.

**Funding Process for:  
NETWORK and OTHER 9-1-1 SERVICES/CPE**

**Reimbursement Claim Process – Network and Other 9-1-1 Services/CPE**

In accordance with the *EDUCATION FUNDING POLICY*, *NETWORK SERVICES FUNDING POLICY*, and *CPE FUNDING POLICY* outlined in this chapter, PSAPs requesting reimbursement funding for 9-1-1 network services and other 9-1-1 services and/or CPE (not GIS or system replacement), may use the following Reimbursement Claim Process.

**1. PSAP Requests Funding**

The PSAP writes a letter to the 9-1-1 Office requesting the 9-1-1 service and/or equipment. The letter should include:

- A. an overview of requirements with associated costs;
- B. PSAP's planned number of staffed 9-1-1 call taker positions (if CPE funding allotment is to be used);
- C. procurement process PSAP plans on using to obtain equipment and services (i.e., competitive bid, noncompetitive bid, tariff, or state contract); and,
- D. desired installation date.

**2. 9-1-1 Office Issues a Commitment To Fund**

If the PSAP funding request letter meets the requirements outlined in this chapter, a Commitment To Fund (TD-288) form detailing the approved amount will be sent to the PSAP within two weeks of the date the letter was received by the 9-1-1 Office. If the PSAP letter does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the letter was received by the 9-1-1 Office.

**3. The PSAP Purchases Equipment**

The PSAP uses their procurement process and authorizes the contractor to provide and install the equipment according to the conditions of their contract.

**4. Contractor Invoices the PSAP**

Upon satisfactory installation of equipment or service, the contractor will invoice the PSAP.

**5. PSAP Submits Claim For Reimbursement**

Upon payment of the invoice, the PSAP may submit a Reimbursement Claim (TD-290) form to the 9-1-1 Office, including the previously approved TD-288 with appropriate 9-1-1 Office tracking number and copies of paid invoices with proof of payment (e.g. cancelled check).

**6. Review, Approval, and Reimbursement**

Upon receipt of a complete and accurate TD-290 with appropriate documentation, the 9-1-1 Office will review and approve the request within two weeks. The claim will be forwarded to the Department of General Services, Office of Fiscal Services, for payment processing. This final payment process may take up to 90 days.

NOTE: Coordination for system moves and/or system replacement that impact network services should be coordinated with all stakeholders including the PSAP manager, state 9-1-1 Office consultant, equipment contractor, and network provider(s).

**Direct Funding Process – Network and Other 9-1-1 Services/CPE**

In accordance with the *EDUCATION FUNDING POLICY*, *NETWORK SERVICES FUNDING POLICY*, and *CPE FUNDING POLICY* outlined in this chapter, PSAPs requesting 9-1-1 Office funding where invoices will be sent by the contractor directly to the 9-1-1 Office for payment by means of a state contract or tariff are required to follow the procedures below.

**1. PSAP Requests Funding**

The PSAP writes a letter to the 9-1-1 Office requesting the 9-1-1 service and/or equipment. The letter should include:

- A. an overview of requirements, and/or a list of items covered in the agreement, with associated costs;
- B. the PSAP's planned number of staffed 9-1-1 call taker positions (if the state CPE funding allotment is to be used);
- C. the desired installation date and/or terms of the agreement; and,
- D. the PSAP's choice of state procurement vehicle (CMAS, MPA) or tariff. When using a state CMAS contract or MPA DGS-0026, the PSAP must include a PO for the total amount of the contract with the following information:
  - a. the "ship to" address where the service will be provided or the CPE will be installed;
  - b. the "bill to" address of the 9-1-1 Office; and,
  - c. a statement on the front of the PO stating, *"The purchase, installation, and maintenance of items identified in this purchase order shall comply exclusively with the terms and conditions of (State Contract DGS-0026 or CMAS contract number)."*

**2. 9-1-1 Office Issues a Commitment To Fund**

If the PSAP request meets the funding requirements outlined in this chapter, a Commitment To Fund (TD-288) form detailing the approved amount will be sent to the PSAP within two weeks of the date the letter was received by the 9-1-1 Office. If the PSAP funding request letter does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within two weeks of the date the letter was received by the 9-1-1 Office.

**3. The PSAP Authorizes Vendor To Provide Equipment and/or Service**

Upon receipt of an approved TD-288, the PSAP may authorize the contractor to provide and install the equipment/services according to the conditions of the contract or tariff.

NOTE: Coordination for system moves and/or system replacement that impact network services should be coordinated with all stakeholders including the PSAP manager, state 9-1-1 Office consultant, equipment contractor, and network provider(s).

**4. Contractor Invoices the 9-1-1 Office**

Upon satisfactory installation of equipment or service, the contractor may invoice the 9-1-1 Office. When invoicing the 9-1-1 Office, the contractor must include a breakdown of applicable equipment, labor, taxes, and surcharges. The tracking number from the TD-288 form must be noted on the invoice. When creating an account name for an invoice, the contractor must use the account naming convention provided by the 9-1-1 Office on the TD-288.

### **Funding Process for: PSAP EXPENSES**

PSAPs requesting funding for expenses, as defined in the *PSAP EXPENSES FUNDING POLICY* provided in this chapter, must use the following Reimbursement Claim Process. Where pre-approval by the 9-1-1 Office is required, you must begin with step “1” below. Otherwise, you may begin with step “3” below.

#### **Reimbursement Claim Process – PSAP Expenses**

**1. PSAP Requests Funding Approval**

The PSAP submits a letter with appropriate attachments, if required, to the 9-1-1 Office requesting pre-approval for reimbursement of 9-1-1 services and/or expenses.

**2. 9-1-1 Office Issues a Commitment To Fund**

Upon receipt of a complete funding request letter that meets the funding requirements outlined in this chapter, a Commitment To Fund (TD-288) form detailing the approved amount will be sent by the 9-1-1 Office to the PSAP within two weeks from the date the 9-1-1 Office received the funding request letter. If the PSAP funding request letter does not meet the funding requirements, the assigned 9-1-1 Office consultant will contact the PSAP for further information within one week from the date the 9-1-1 Office received the funding request letter.

**3. PSAP Submits Claim For Reimbursement**

The PSAP may submit a Reimbursement Claim (TD-290) form to the 9-1-1 Office in accordance with the requirements of the *PSAP Expense Funding Policy*, outlined in this chapter, and the following requirements.

- A. Timely submission of claims – All reimbursement claims should be submitted on an annual, semi-annual, or quarterly basis each fiscal year (July 1 through June 30) and should be submitted no later than ninety (90) calendar days after the close of the fiscal year in which funds have been expended;
- B. Where pre-approval is required, the previously approved TD-288 with appropriate 9-1-1 Office tracking number and related documentation (receipts and membership information) must be included; and,
- C. PSAPs claiming reimbursement for wages must provide a detailed accounting for each activity, items 1, 2, 3, 4, 5, 6, 7, and/or 8 (as outlined in the *PSAP Expense Funding Policy*) with the number of hours and specific dates for each activity. The 9-1-1 Office will provide a documentation tool for this accounting, upon request.

**4. 9-1-1 Office Reviews, Approves, and Reimburses PSAP**

A complete and accurate TD-290 with appropriate documentation will be reviewed and approved for payment by the 9-1-1 Office within two weeks. The claim will be forwarded to the Department of General Services, Office of Fiscal Services, for payment processing. This final payment process may take up to 90 days.

## **STATEMENT OF WORK (SOW)**

Every installation of 9-1-1 equipment is different due to the unique needs of each PSAP. A statement of work (SOW) is recommended for all installation of 9-1-1 CPE and is required for use of the MPA DGS-0026 CPE contract. Therefore, prior to the commencement of any installation of a 9-1-1 system funded by the 9-1-1 Office, the contractor shall prepare a SOW detailing all deliverables. The SOW shall be signed by both the PSAP and the equipment/services contractor. Any subsequent changes to this planned installation must be documented by the contractor. The SOW should include the following information, as a minimum.

1. Project Contact Information - List of all project contact information (including name, telephone number, pager number, FAX number, and e-mail addresses) for the contractor project manager; sales representative (if different), installation contact, network provider contact, 9-1-1 Office consultant, PSAP project representative(s), and other identified project stakeholders.
2. Roles & Responsibilities – Identify the roles and responsibilities of each individual listed in number “1” above.
3. Floor Plans - Detailed floor plans identifying the planned location of all equipment to be installed and corresponding workstation outlets.
4. Facility Modifications Required – Contractor will describe, and provide specifications for, all facility modifications necessary to accommodate the new system. Arrangements for all modifications not performed by the contractor must be performed by the PSAP.
5. Cost Itemization - A detailed list of all costs (including quantity, make/model of all hardware, installed software and version(s), training, installation, and maintenance).
6. System Interfaces - The contractor shall list all equipment or systems that must be interfaced or integrated into the 9-1-1 system. The contractor and any third party contractors must agree on the interface specifications. Upon agreement, the costs, specifications, and responsibilities of the contractor will be documented in the SOW.
7. Circuitry – Identify quantity/type of telephone trunks, lines, and other circuits that will be connected to the system. Identify network provider service support and planning requirements.
8. System Programming - Complete programming records showing each telephone/intelligent workstation, station/line features, system speed dial numbers, agent profiles, supervisor profiles, ACD programming and any other adjustable software parameter necessary to meet the specific needs of a PSAP.
9. System Growth Capability – An explanation of configured system capacities and additional components needed to expand beyond current configuration.
10. Maintenance Facility – The name, city location, and telephone number of the primary and backup maintenance technician(s) responsible for on-site maintenance issues. The contractor will detail the capabilities of its maintenance facility to provide remote or on-site service, as needed.
11. Installation Schedule - Include equipment order date; equipment delivery date; network provider planning meeting date(s) and/or network termination support date(s); programming freeze date; equipment installation date; training date(s); and planned system in-service date.
12. Acceptance Testing – Refer and conform to contract requirements.